



Chandler • Arizona
Where Values Make The Difference

September-October 2014
www.chandleraz.gov

CityScope

a community newsletter for the residents of Chandler



Reminders...

In collaboration with the Miss Indian Arizona Scholarship Program, the City of Chandler will host the Chandler Indian Art Market from October 10-12, 2014. This three-day event is filled with entertainment, food and authentic Native American art, making a fun weekend for the whole family, and admission is free. For more information, visit www.chandleraz.gov.

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The City of Chandler, Arizona Department of Veterans' Services, Phoenix VA Health Care System and VA Benefit Administration will host a Health Care and Benefits Expo for military veterans, Saturday, October 25, from 9 a.m. to noon, at the Chandler Center for the Arts. Veterans and their families are invited to attend this free event to learn and sign up for diverse services and programs. For further information, visit www.chandleraz.gov/veterans, or call 480-558-2052.

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Chandler neighbors are invited to join in the annual Getting Arizona Involved in Neighborhoods (GAIN) crime and drug prevention event. Residents are encouraged to organize their GAIN event for Saturday, October 25, 2014 from 2 to 8 p.m.

You can schedule an appearance by one of the Police Department's mascots, and also available on a first-come basis are the K-9 Officers, SWAT Team Robot, Command Van and more.

Call 480-782-4967 for questions, or visit www.chandlerpd.com.

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The estimated population for the City of Chandler as of Aug. 1, 2014, is 244,810 (+374 from last month).

Utility Billing and Payment System update

The recent rollout of the City's new utility billing and payment system presented more technical and communication issues than we anticipated. While many of our customers experienced a smooth transition to the new system, others did not. *We sincerely apologize* for any inconvenience you may have experienced while trying to access your account, pay your bill or speak with a customer service representative.

As we work diligently on solutions to the issues that remain, we continue to receive a high volume of calls for customer service, causing longer than normal wait times. In addition to speaking with a customer service representative, you can have your billing and payment issues addressed within two business days by submitting them through e-mail to utilitybilling@chandleraz.gov or calling 480-782-2280, pressing option 3, and leaving a voice mail.

For customers who pay through their bank's online bill payment system, please update the payee account information with your financial institution to reflect the new *Account Number-Customer Number* format, and the new remittance address:

**City of Chandler
P.O. Box 52158
Phoenix, AZ 85072-2158**

Please visit www.chandleraz.gov/utilitybill for answers to some of the most common questions customers are asking about the new system.

Once again, we apologize that this system rollout did not reflect our high customer service standards. Once the system is fully implemented, we hope the many benefits and features will make a *good lasting impression* with you, our customers.

You never get a second chance to make a good first impression.

-- Will Rogers

CDBG Program celebrates 40 years

On August 22, 1974, President Gerald R. Ford signed a law creating the Community Development Block Grant (CDBG) Program, merging seven individual federal grant programs into a block grant. Funds are distributed to state and local governments according to their population, poverty rate, housing stock and other variables.

The CDBG grants are to be used to address critical and unmet community needs including those for housing rehabilitation, public facilities, infrastructure, economic development and public services. Chandler receives more than \$1 million dollars a year in CDBG funds which the City uses to remove blight, address community development needs and pay for a variety of programs and services that benefit lower income persons and neighborhoods.

While Chandler's household income is relatively high, nine percent of Chandler families lived in poverty in 2010. Many of the programs funded by CDBG help address the needs of these vulnerable families and individuals.

Chandler celebrates the 40th anniversary of the CDBG Program knowing how instrumental it has been to funding services that improve the health and safety of our community. Through widespread community involvement, strong local leadership and a thoughtful and concerted planning process, CDBG has become an important catalyst for Chandler's economic growth and sustainability.

Follow us on Twitter at: www.twitter.com/cityofchandler,
or on Facebook: www.facebook.com/cityofchandleraz

Trash & recycling reminders

Please note the following important trash and recycling container reminders, per City Code:

- Trash and recycling containers must be placed at the curb prior to 6 a.m. on collection day, but not before 6 p.m. on the day preceding. An additional fee may be charged if the contractor must return to collect containers placed after 6 a.m.
- Containers must be removed from the curb by 9 a.m. on the day following collection.
- Containers must be against the curb or in front of a residence away from street light poles, mail boxes and parked cars.
- Containers must be secured at the residence between collection days in such a manner that they are not readily susceptible to theft or vandalism.
- Contractors have from 6 a.m. to 5 p.m. for collection.
- Residents are responsible for keeping trash and recycling containers clean. Broken, cracked or damaged recycling and trash containers should be reported to Solid Waste Services at 480-782-3510 for repair or replacement.

Traditional Neighborhood Academy begins October 14, 2014

A new Traditional Neighborhood Academy will be launching this October. The academy will be held on Tuesday evenings, beginning October 14, and will run for four weeks. The academy is aimed at providing residents with tools and information to assist them in improving livability standards in neighborhoods that are not managed by a homeowners association.

For more information and to register, contact the Neighborhood Programs Office at 480-782-4320. Information is also available at: www.chandleraz.gov/neighborhoods.

October calendar highlights

- 1 Chandler Center for the Arts 25th Anniversary Recognition Event, Center for the Arts, 480-782-2680
- 3 Garibaldi Night, Dr. A.J. Chandler Park, 480-782-2214
- 4, 11, 18 Vision Kidz workshop, Vision Gallery, 480-782-2695
- 5 Chandler Symphony, Center for the Arts, 480-782-2680
- 6-10 Chandler Center for the Arts Theatre Camp, Center for the Arts, 480-782-2680
- 10-12 Indian Art Market, Dr. A.J. Chandler Park, 480-782-2214
- 11 Miss Indian Arizona Scholarship Program, Center for the Arts, 480-782-2680
- 12 15th Annual Mariachi Festival, Center for the Arts, 480-782-2680
- 14 Fall Traditional Neighborhood Academy begins (continues every Tuesday through Nov. 4), Chandler City Hall, 480-782-4354
- 16 Sonoran Sunset Concert Series, Environmental Education Center, 480-782-2890
- 18 Larry the Cable Guy, Center for the Arts, 480-782-2680
- 20, 23 City Council meeting, Council Chambers, 480-782-2180
- 25 Mayor's Day of Play, Tumbleweed Park, 480-782-2735
- 25 Fall Rhythm Fest, Tumbleweed Park, 480-782-2735
- 26 Phoenix Youth Symphony Annual Fall Concert, Center for the Arts, 480-782-2680
- 31 Halloween Spooktacular, Downtown Library Plaza, 480-782-2735

Call the Special Events hotline at 480-782-2735, or go to www.chandleraz.gov for event information.

The award-winning *CityScope* newsletter is published monthly by the City of Chandler Communications & Public Affairs Department.
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Your City officials want input on how to build a better community. Log on to www.chandleraz.gov and submit your comments on the "Contact Us" link.



Tune in to Cable Channel 11 for live coverage and replays of meetings, bulletin board announcements, original programming and more.

Go to www.chandleraz.gov for current meeting information.

In accordance with the Americans with Disabilities Act, this publication can be made available in an alternative format, if requested. It can also be made available in Spanish.

Si desea esta información en español, por favor llame al teléfono 480-782-2000.



Chandler City Council -- Front row from left: Councilmember Trinity Donovan, Mayor Jay Tibshraeny and Councilmember Nora Ellen. Back row from left: Councilmember Jeff Weninger, Councilmember Jack Sellers, Councilmember Kevin Hartke and Vice Mayor Rick Heumann.

The Mayor & Council can be contacted at 480-782-2200.

Policy of Non-Discrimination

The City of Chandler does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities. Leah Powell, 235 S. Arizona Ave., Chandler, AZ 85225, 480-782-4349, has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA), including section 35.107. Information concerning the provisions of the Americans with Disabilities Act, and the rights provided thereunder, are available from the ADA coordinator, Leah Powell.